

388-97-0460 Grievance rights

A resident has the right to:

(1)

Voice grievances without discrimination or reprisal. Grievances include those with respect to treatment which has been furnished as well as that which has not been furnished.

(2)

Prompt efforts by the nursing home to resolve voiced grievances, including those with respect to the behavior of other residents.

(3)

File a complaint, contact, or provide information to the department, the long-term care ombuds, the attorney general's office, and law enforcement agencies without interference, discrimination, or reprisal. All forms of retaliatory treatment are prohibited, including those listed in chapter 74.39A RCW.

(4)

Receive information from agencies acting as client advocates, and be afforded the opportunity to contact these agencies.